

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Center for Beneficiary Choices
7500 Security Boulevard, Mail Stop C1-05-17
Baltimore, Maryland 21244-1850



Health Plan Benefits Group

TO: All Medicare+Choice Organizations, Demonstrations,
and PACE Organizations

FROM: Marla K. Kilbourne
Director
Division of Enrollment and Payment Operations

DATE: September 29, 2003

SUBJECT: Update to the Retroactive Adjustment Process for Health Status Changes --
Action

I am pleased to announce improvements to the established procedures for submitting retroactive requests for changes to the State and County Code (SCC), Institutional, Medicaid and End Stage Renal Disease (ESRD) statuses to IntegriGuard. Enrollment/Disenrollment changes should continue to be paper submittals with supporting documentation attached.

We have been working with IntegriGuard to streamline their process for handling retroactive requests. Previously health plans would submit requests to IntegriGuard on CD, diskette, or paper. IntegriGuard would then enter those requests into their Enrollment Tracking Database (ETS). Upon completion of this step, IntegriGuard would then enter changes into the McCoy system. After entering changes into McCoy, IntegriGuard would then enter the results into ETS and report those results to the health plan. In order to eliminate both the front end and back end entry of data into ETS, and expedite all retroactive processing, IntegriGuard developed and tested an electronic upload process. This new process eliminates ETS entry and allows staff to concentrate their efforts on entering the requested changes into McCoy.

Beginning immediately, MCOs should submit requests for changes to the SCC, Institutional, Medicaid and ESRD statuses in the exact format described in the attachments. The requests in the new format must be on a CD or diskette and submitted to:

IntegriGuard, LLC
Retroactive Payment Adjustments
10040 Regency Circle, Suite 260
Omaha, Nebraska, 68114

Page 2

Upon completion of your requests, IntegriGuard will send your disposition reports in the same format in which it was submitted, on either a CD or a diskette. If you request it, IntegriGuard will send your disposition reports on paper.

If you have any questions regarding this transition, do not hesitate to contact Marla Kilbourne at 410-786-7622 Mkilbourne@cms.hhs.gov or Carol Eaton at 410-786-6165 Ceaton@cms.hhs.gov.

cc: Acting Director, Health Plan Benefits Group
CMS Regional Office Coordinators

Attachments: - Electronic Upload Submission
- Instructions for Upload